

# ACCESS *ai* PRESS

Your source for news, information and updates about Access Idaho subscription services

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## NEW ONLINE CHILD SUPPORT PAYMENT SERVICE BENEFITS KIDS, PARENTS, STATE

The Idaho Department of Health and Welfare's recently launched online child support payment service at [idaho.gov](http://idaho.gov) has created a win-win-win situation in the Gem State. Primarily designed to reduce payment processing times so children receive their funds faster, the Web-based service also gives parents a convenient payment option to avoid late fees and has eliminated the state's risk of receiving bad checks.

The Department of Health and Welfare partnered with Access Idaho to develop the service, which features English and Spanish versions. Idaho Child Support Services customers can make VISA, MasterCard, and Discover credit or debit card payments through Access Idaho's secure payment server. The system also provides a payment history for the last five transactions.

Last fiscal year, Idaho Child Support Services collected and distributed more than \$154 million for Idaho children. The Department of Health and Welfare anticipates parents in up to one-third of the state's 113,000 child support cases will use the online payment option.

"We are always looking for ways to make child support payments easier on parents," said Vickie Vanderwerff, who headed the project for the Department of Health and Welfare's Child Support Services. "This can be particularly helpful for parents who work long hours or travel a lot. Children depend on these payments for the necessities of life. By providing parents with options, we can be more successful in collecting child support money for them."

To use the service, parents enter their child support client identification number, social security number, and an Access Idaho user name and password. The user name and password can be set up quickly at no charge on the login page.

Unlike paper checks, which are not recorded as paid until they clear, online payments are guaranteed funds and considered as paid immediately at any time of day or night. Parents who pay online do not have to worry if their payments are on time, and Health and Welfare is free from expending human resources and money "chasing" delinquent accounts.

Since no taxpayer money was earmarked for developing and maintaining the service, online customers are charged a nominal fee for each transaction to cover associated costs. The service fee does not apply to check, money order, and wage withholding payment options. *ai*

## TRUCKING SITE RECEIVES NATIONAL RECOGNITION

The Center for Digital Government selected Idaho's motor carrier website, [trucking.idaho.gov](http://trucking.idaho.gov), as a finalist in the government-to-business category at the Center's 2004 Digital Government Achievement Awards (DGAA), which is produced in conjunction with their Best of the Web (BOW) Awards. According to the Center, "the DGAA spotlights some of the nation's most creative, advanced government Web sites' applications."



From trip preparation to final destination, [trucking.idaho.gov](http://trucking.idaho.gov) helps streamline virtually every aspect of motor carrier operations. It features links to state, regional and federal transportation-related services and resources. *ai*

## SUBSCRIBER SPOTLIGHT: IDAHO POWER



In Idaho, more than 5,500 local motor carriers travel the state's 70,000-mile roadway system each year, and thousands of out-of-state vehicles pass through the Gem State every day. The commercial motor carrier industry is heavily regulated, and companies with fleets of vehicles are required to obtain and pay for a wide range of Idaho licenses, permits, endorsements, and taxes.

To help commercial motor carriers navigate Idaho's maze of compliance requirements, the three state agencies responsible for regulating the transportation industry joined forces with Access Idaho to build a central website. The resulting vertical industry portal, or "vortal," consolidates more than 10 regulatory services from the Idaho Transportation Department, Idaho Tax Commission, and Idaho State Police into a single online location.

Idaho's trucking vortal has automated key credentialing functions and helped accelerate processing time and reduce the administrative burden for all three agencies. For example, the trucking vortal has helped cut paper filings for International Fuel Tax Agreements by 17 percent, and half of all hazardous materials endorsements are now obtained via the Internet.

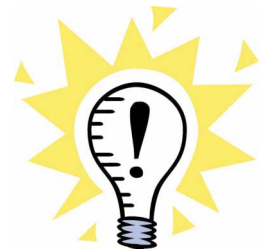
Marilynn Robertson is a frequent visitor to Idaho's trucking vortal. As the new vehicle specialist for Idaho

Power, she's responsible for ensuring that her company's 1,364 vehicles and pieces of equipment are properly registered with the state. Idaho Power serves more than 425,000 households in a 20,000 square mile area, so there's a lot of ground to cover each day.

"Our pieces of equipment need to be in state compliance in order to serve our customers, and Idaho's trucking site has been a great timesaver," said Robertson. "I love that I can do all of my credentialing at my desk and have the permits mailed to me the next day. It makes it so much easier to keep our vehicles on the road." @

## INCREASE YOUR ACCESS-ABILITY

### Useful Ideas for Subscribers

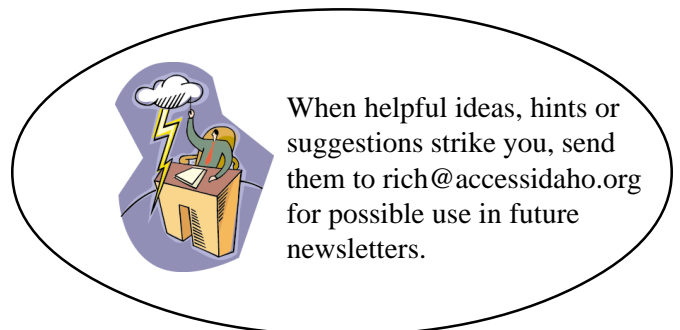


### Free Live Help

As a back-up to the adage, "When all else fails, read the directions," Access Idaho offers complimentary live phone help during regular business hours (Mountain Time) Monday through Friday (except state holidays). For assistance with any of our online services or questions about your subscription account, email us at [webmaster@accessidaho.org](mailto:webmaster@accessidaho.org), or call us at 208-332-0102 (toll free, 1-877-443-3468).

If you send an email or leave a voicemail message, please provide your name, your company's name (if applicable), a clear explanation of your problem or question, and your telephone number. We do our best to reply to emails within one business day and phone calls within one hour (on regular business days).

Of course, if we don't know the answer or solution, we'll try to point you in the right direction. @



When helpful ideas, hints or suggestions strike you, send them to [rich@accessidaho.org](mailto:rich@accessidaho.org) for possible use in future newsletters.